



## Brent D. Sherard, M.D., M.P.H., F.A.C.P., Director and State Health Officer

Governor Dave Freudenthal

## **MEMORANDUM**

Date:

May 10, 2010

To:

Home and Community Based Waiver Providers

From:

Chris Newman, Administrator, Developmental Disabilities Division



Subject:

Division Reorganization

Ref:

10-122-CN

The Developmental Disabilities (DD) Division began a reorganization process in September 2009 in an effort to provide better customer service to participants, families, and providers across the state and to streamline Division staff responsibilities. At that time the Division program managers' responsibilities were realigned to oversee the following areas: Participant Support, Training, Provider Support, and Policy and Research. In November 2009 the waiver specialists' job titles and responsibilities were changed to Participant Support Specialists. Each Participant Support Specialist has been assigned a geographical area and is responsible for determining eligibility and reviewing and approving plans of care for participants on all three waivers in that geographical area.

On April 1, 2010 the Developmental Disabilities Division has completed the next step in the reorganization process by changing the Area Resource Specialists (ARS) job titles and responsibilities to Participant Support Specialists. Their immediate supervisor is now Beverly Swistowicz, Participant Support Program Manager. With this step of the reorganization the field Participant Support Specialists (former ARSs) will be focusing on the Participant Case Review, described below, as well as meeting with new waiver applicants.

Participant Support Specialists have begun completing Participant Case Reviews for approximately 700 individuals on the Adult DD Waiver, the Child DD Waiver, and the Acquired Brain Injury Waivers. These case reviews are part of the continuous quality improvement process required by Centers for Medicare and Medicaid Services, and must be completed by July 2011. The purpose of the comprehensive review is to assess the development and implementation of participants' plans of care to assure the plan and corresponding services address assessed needs, personal goals, and health and safety needs. This comprehensive review consists of four (4) major parts:

- Participant/guardian/ and team member interviews;
- Service observation;
- Service documentation review;
- Plan of care implementation and case manager follow-up on issues.

Case Managers will not receive prior notification of the participants on their case load who have been identified in the Participant Case Review. Instead, the Participant Support Specialist will contact the case manager when he or she is able to complete the review. The Case Manager and Participant Support Specialist will work together to set-up interview and observation times.

The Participant Support Specialists throughout the state continue to be the first point of contact for those individuals interested in applying for waiver services and will assist applicants and their families in completing the application process. They also continue to be a resource in their communities and can be contacted for concerns and guidance.

Case managers should continue to send the field Participant Support Specialists a 30-day written notification for annual and six (6) month plan of care team meetings and a two (2) week written notice for transition meetings. However, the field Participant Support Specialists will not be able to attend as many team meetings due to their new role and responsibilities. The field Participant Support Specialists will prioritize team meetings, focusing on the team meetings of participants in the Participant Case Review. Case managers and families can request Division attendance at team meetings and the Participant Support Specialist will make every attempt to attend, schedule permitting.

In addition to the core duties described above, throughout May and June the field Participant Support Specialists will be working with participants and families that are affected by the home-based worker issue. The Provider Support unit of the Division has been working with providers to determine if they are classified as home-based workers. If a participant or their legal representative wants to continue to use a provider who is classified as a home-based worker, the participant or legal representative must choose to self-direct the waiver service provided by the home-based worker. The field Participant Support Specialists will be working with the participant, families and case managers to explain the options that exist if a provider is classified as a home-based worker.

The final step in the reorganization process is projected to occur in October 2010, once the web-based Waiver System, including the web-based plan of care is completed. The goal of the web-based system is to increase efficiency, be more planet-friendly, and provide more current information to case managers, participants' teams, and Division staff. When the web-based system is in place, all Participant Support Specialists (both in Cheyenne and in the field) will be assigned a geographic area and will be responsible for determining eligibility, reviewing and approving plans of care, and completing Participant Case Reviews for that area. More information on this final step will be sent out in the fall of 2010.

Below is contact information for all of the Participant Support Specialists. If you have additional questions or would like clarification on the Division's reorganization's efforts, please contact us by calling (307) 777-7115 or (800) 510-0280 or via email at ddmail.health.wyo.gov.

Staff	Phone	Counties
Ragen Latham (Cheyenne)	307-777-6490	Laramie
Wynette Culp (Cheyenne)	307-777-3529	Laramie
Brett Wilson (Cheyenne)	307-777-5241	Albany, Carbon, Goshen, Niobrara, Platte & Weston
Dennis Yost (Torrington)	307-534-4658	Albany, Carbon, Goshen, Niobrara, Platte & Weston
Donna Pepper (Cheyenne)	307-777-7684	Converse & Natrona
Lorrie Hayes (Casper)	307-234-6439	Converse & Natrona
Rory Schiffbauer (Cheyenne)	307-777-8760	Campbell, Crook, Johnson & Sheridan
Dalreen Kessler (Buffalo)	307-684-7632	Campbell, Crook, Johnson & Sheridan
Tammy Edlefsen (Cheyenne)	307-777-3443	Big Horn, Hot Springs, Park & Washakie
Linda Hallock (Cody)	307-527-4181	Big Horn, Hot Springs, Park & Washakie
Kathy Sierocki (Cheyenne)	307-777-3322	Fremont, Sublette & Teton
Pam Snyder (Riverton)	307-856-4648	Fremont, Sublette & Teton
Rita Munoz (Cheyenne)	307-777-3694	Lincoln, Sweetwater & Uinta
Bonnie Laird (Evanston)	307-789-0618	Lincoln, Sweetwater & Uinta